

County of Los Angeles ~ Department of Mental Health SA2 Children's QJC

June 18, 2015

Agenda

1:30 – 1:35 Introductions & Announcements

1:35 – 1:40 Review of Minutes from April 16, 2015

1:40 – 3:20 Report from Departmental QI/QA.....Michelle Rittel

QI

- Test Calls
- Provider Directory
- Non-Clinical PIP – VANS Application
- MHSIP Surveys
- Clinical QI/OMD
- PRO
- Cultural Competency – Sandra Chang-Ptasinski
- Policy Updates
- FSP in SRTS

QA

- Audits
- Initial Medication Appointments
- State DHCS Updates
- TCM Documentation
- Treatment Services & Treatment Plans
- Training & Operations
- IBHIS Update
- Clinical Records Bulletins
- QA Bulletins
- DSM V & ICD 10 Updates
- Certification

3:20 – 3:30 Suggestions For Next Meeting/ Host for Next Meeting

Contact: Michelle Rittel: Office – (213) 739-5526
Cell – (213) 276-5521
Email: mrittel@dmh.lacounty.gov



Next Meeting:
Thursday, August 20, 2015
Location: TBA

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Children's QIC Meeting
QUALITY IMPROVEMENT COMMITTEE MINUTES

Type of Meeting	SA 2 Children's QIC	Date	June 18, 2015
Place	El Centro De Amistad – Canoga Park	Start Time	1:30pm
Chairperson	Michelle Rittel	End Time:	3:30pm
Co-Chairs	Alex Medina and Angela Kahn		
Members Present	Adik Parsekhian, Angela Kahn, Martha Basmadjian, Charity Wabuke, Andreea Plato, Danielle Price, Colin Xie, Genevieve Morgan, Hrug Ghazarian, Janette Baucham, Kathleen Kim, Kim Farnham, Lucy Marrero, Marietta Watson, Michelle Rittel, Sara Pineda, Solana Nosrati, Sora Choi, Terra Mulcahy, Tim Petersen, Tonia Amos Jones, Vicky Shabanzadeh, Judy Cardona, Sandra Chang-Plasinski, Alondra Hernandez		
Absent Members	Alex Medina, Allen Pouryanes, Anabel Aispuro, Ashlei Sullivan, Audra Casabella, Belinda Ankrah, Deanna Park, Eva Carrera, Frank Sanchez, Hosun Kwon, James Randall, Kameela Wilkerson, Kristen Malka, Maria Asadourian, Mark Rodriguez, Michele Linden, Nancy Tarin, Pachara Sujirapanya, Seth Bricklin, Sonia Herten-Greaven, Stephanie Yamada, Tiger Doan		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order Introductions and Announcements: Michelle Rittel	Meeting called to order at 1:30pm. Thank you to El Centro De Amistad – Canoga Park for hosting our meeting this month. Introductions were made. Please review the sign in sheet to update information or remove names of people that don't attend the meeting. Training bulletin handed out for Historical Trauma and the American Indian and Alaska Native Community on June 23 and there will be 5 CEUs.		
Review of Minutes: Michelle Rittel	Minutes from 4/16/15 reviewed and approved as written.		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement (QI)			
Departmental QIC Meeting Report: Michelle Rittel	<p>Test Calls: SA2 Test calls to Access were completed with help from the SA2 Children's Navigation Team and Adik Parsekhian. Both after-hours and daytime calls. If anyone is having issues or hearing from clients that they are having issues with Access, please let Michelle know.</p> <p>Provider Directory: SA Directories are online and they will also be printed. There are webinars for QIC Chairs to have access to make updates. So if you have changes, please send them to Michelle. DMH QI will be doing updates for the website on a monthly basis. Also, please remember that these changes do not replace the PFAR. Please do a PFAR before submitting changes to the directory.</p> <p>Non-Clinical PIP – VANS Application: It has started in SA4 and is now going to SA5. Each SA will have an administrator to add programs, change addresses, change passwords, etc. Eventually, it will replace the SA2 Children's Capacity list. VANS is being implemented one SA at a time and we will all be able to see openings for the entire county.</p> <p>MHSIP Surveys: No data available yet for November 2014. See the handout for completed surveys from November. Once again, SA2 had the highest percentage in the county. Thank you and your staff for all of your hard work. For the May 2015 surveys, SA2 turned in over 3000 surveys, the most of all the SAs. For May, there were no DOs, only LEs, so thank all of you and your staff. You are all fabulous and fantastic.</p>		

Departmental QIC Meeting Report, contd.: Michelle Rittel, Sandra Chang-Prasinski (CCC Update)	<p>Clinical QI/OMD: 6/1/15 DOs started using the online Safety Intelligence system. No date yet for LEs. May be adding as programs are ready. You need to activate your account and there is a link in the email that will be sent out. There is a testing environment. Do not use PHI if you use it. You need to register for E or C number. DO will use their mylacounty password and should not change it. There was a Webex, but those that did it said it was not useful and they aren't retaining the information. David Crane is the contact for Safety Intelligence. Tokens for LEs will be moving to "soft tokens". You will need to send a request to David to expedite the process. For now LEs continue to use paper forms.</p> <p>PRO: NOA E in Spanish was handed out. The form is not yet posted online. There will also be other translations soon. PRO is out of MHP posters. There will be more after 7/1. Change of Provider Request Logs need to be filled out completely. They are due to PRO by the 10th of the months. Make sure you give changes/updates to your contact staff to me because I can update the list to make sure PRO has the current contact information.</p>	<p>Cultural Competency – Sandra Chang-Prasinski from the DMH Cultural Competency Unit: Under Represented Ethnic Populations Unit was created in response to MHSA. There have been 6 sub-committees created – American Indian, Asian/Pacific Islander, Latino, Middle Eastern, Eastern European, African American. Recently, the LGBTQ sub-committee was added. The committees meet to talk about the needs of their communities and they are given funds every year. The committees decide how to use the funds to launch projects to meet the needs of their communities. A list of FY 2014-2015 projects was handed out and briefly reviewed. There is also a Cultural Competency Committee that meets monthly, the second Wednesday of the month at 550 S. Vermont 1:30-3:30. Everyone is invited to be a part of the committee and sub-committees. LACDMH Parameters for Spiritual Support,</p>	
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Quality Improvement (QI)			
Departmental QIC Meeting Report, contd.: Michelle Rittel	<p>Parameter 4.15 was handed out and reviewed. There is also a training flyer which was also emailed. You will need to attend one day, 7/22 or 7/23. You will need to attend Intro in order to attend Advanced.</p> <p>Policy Updates: The new Policy and Procedures is online. All policies are available, including the DMH only policies. The P&P has been reorganized and the numbers of the policies have changed. The list of changes is also posted.</p> <p>FSP in SRTS: Referrals to FSP can be submitted through the SRTS system, but paper referrals are still accepted. The referral process will be faster and there won't be lost faxes. This will improve access to services for clients. The agency FSP coordinators have all the work flows and are using the system.</p> <p>FSP/WRAP Services at LAUSD schools – FSP and WRAP providers have been going to LAUSD schools to provide services to their clients. This was never supposed to be going on. Only School Based Mental Health providers are permitted to pull clients out of class to provide services at LAUSD schools. The Organization Facilitators (OFs) have to approve anyone coming onto LAUSD school campuses. They have found there are a lot of people coming onto campuses that are not approved. One of our OFs worked on getting a similar process to getting TBS at LAUSD schools. The packet of</p>	<p>There will be a presentation at a future QIC meeting.</p> <p>Michelle will email the packet to everyone.</p>	

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Quality Improvement (QI)			
Departmental QIC Meeting Report, contd.: Michelle Rittel	information and forms was handed out. The FSP therapist and the Child Family Specialist for WRAP, if approved, can provide service in the classroom and they are able to observe and provide support while in the classroom to help the client get through the school day. Also, it is important that staff not critique the teacher, as that caused the removal of TBS from the schools in the past. Providers can meet with clients during lunch and after school, as long as that is worked out with the principal. The FSP coordinators have already been informed of this process. There has to be a Service Delivery Application (SDA) for each client, which has to go through the same process as any other SDA. Normally, an SDA would be done for an entire school. This is only for LAUSD schools. For all other school districts, you will work with them to determine the process for providing services on campus. The same is true of the independent charter schools, but LAUSD dependent charter schools use the same paperwork as LAUSD schools. It is important for staff to build relationships with principals/administrators to make the process smoother.		
Trouble Shooter List: Michelle sent an email requesting updates to contacts. These contacts help with communication issues between agencies/DO programs. LEs are still on IS and some are still using SFPR. Also there can be issues with sending a client's paperwork to the other provider. Providers			

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<p align="center">Quality Improvement (QI)</p>			
<p>Departmental QIC Meeting Report, contd.: Michelle Rittel</p>	<p>usually contact Michelle, who then follows up with the contact. All providers have policies regarding release of information. Although DMH consent for services states that information from clients' records can be shared with other DMH programs and contract providers for continuity of care, this is not a requirement for LEs and they need to contact their legal counsel to determine their policy. Many LEs have decided to adopt the same policy as DMH, but some have not and they require a release of information form. If you get this response from a provider, please request that they confirm that it is the agency's policy. Sometimes, individual providers believe that sending that information without a release is a HIPAA violation and are not aware of their agency's policy.</p>		

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Quality Assurance (QA)			
Departmental QA Meeting Report: Michelle Rittel	<p>Audits: Moss Levy audits in June for El Centro De Amistad and Child and Family Guidance and in July for Pacific Clinics and Child and Family Center.</p> <p>Initial Medication Appointments: There will be a discussion with OMD to clarify and review the policy. They will be adding that you can refer to UCC if medication need is urgent and there is no one available to see the client at the agency. If an appointment is not given with in the time limit, an NOA E needs to be completed.</p> <p>State DHCS Updates: 1915 Waiver update – Freedom of Choice Waiver. We are requesting a 5 year waiver/extension and we will get an update after meeting with DHCS.</p> <p>TCM Documentation: Documenting in Assessment vs. Progress Note – You need to be thorough in your assessment, not general. It needs to be documented in the assessment because Progress Notes are not enough. An Assessment Addendum needs to be done by the clinician. If a Case Manager is doing a TCM evaluation, they can't write the Addendum, but they can complete the Community Functioning Evaluation Form (see handout), which would be included in the Assessment section of the record. It is not a required form.</p> <p>Treatment Services & Treatment Plans: You need to document Treatment Planning in the progress note and it should be reflected in the Treatment Plan. It should not be documented just to bill.</p>		

**Departmental QA
Meeting Report,
contd.:
Michelle Rittel**

Training & Operations: Documentation Trainings – See handout. There will be a State DHCS Documentation Training in August, one day for Inpatient and one for Outpatient. The new contact for faxing the DO Quarterly QA reports and the LE Annual QA reports is Juanita Olivas. The email remains the same: QA@dmh.lacounty.gov

IBHIS Update: No update regarding LE starting in IBHIS.

Lockout Reminders: There will be denials for Crisis Intervention and Medication Support Services if CI goes over 8 hours per day and MSS over 4 hours a day, including travel time. If PMRT is involved in CI, you should discuss billing hours with them.

Clinical Records Bulletins: Handouts

15-01 Community Outreach Services (DO), Supplemental COD Assessment and Child/Adolescent Supplemental COD Assessment.

15-02 Community Functioning Evaluation and Treatment Update to DCFs.

15-03 Service Request Log Changes (SRTS is being updated to include changes).

QA Bulletins: Handouts

15-03 Accurately Reflecting Services – you need to document the services provided, regardless of role. So Advocates need to bill direct services on an open case, if that is what they are doing, not COS. Outreach & Engagement will bill COS.

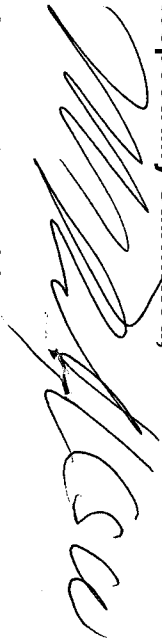
15-04 Organizational Providers Manual Revisions/Updates – The TBS section has been updated to include information from the TBS Manual. On page 25, for Discharge Summary, in addition to Face to Face, it now includes collateral and phone contacts as best practice options for completing the Discharge Summary.

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<p>Departmental QA Meeting Report, contd.: Michelle Rittel</p>	<p>15-05 Multiple Practitioners Providing A Single Service – All practitioners need to sign the progress note. This is effective as of the date of the bulletin. For DO, using IBHIS, all progress notes including one or more co-practitioners must be routed to the co-practitioner for signatures. Org Manual has been updated to reflect the requirement, pages 11-25. Once State DHCS issues a final ruling, there will be another QA Bulletin will be issued detailing any other changes to current policy if applicable regarding multiple practitioners providing a single service.</p> <p>DSM5 & ICD10 Updates: Handout – Proposed Solution. The ICD10 will be used starting 10/1/15. For DSM5, there is still no definite date. We are waiting for the state. The proposal is not to include the DSM5 in the regulations, you will just use ICD10 codes. The state audits will not use DSM5. The state has provided a list of include diagnoses for ICD10, but it is not final. There are codes in IDC 10 that included in the list and DMH is asking to have them added to the included list. IS will be able to convert ICD9 codes to ICD10 codes. This is only for Primary and Secondary Diagnosis. For LEs DMH is no longer doing a crosswalk between ICD and DSM for you. LE in IBHIS will have to use ICD10. Starting June/July DMH is training on ICD10 and DSM5 and How to Pick a Diagnosis on IBHIS. Trainings are for DO. There will be a powerpoint for ICD10 that will be available to LEs. World Health Organization Blue Book has all ICD10 codes.</p> <p>Certification: There is a Plan of Correction due to non-compliance. Providers need to respond to emails and notify District Chiefs of any changes. You will be notified of recertifications one month in advance to make sure they are done on time.</p>		

Suggested Items for Next Meeting:	No suggestions made		
Handouts:	<p>Surveys Completed by Age Group and Service Area</p> <p>NOA E in Spanish</p> <p>Recent UREP Strategies, Projects and Outcome Status</p> <p>Parameter 4.15 Assessment and Integration of Spiritual Interests of Clients in Their Wellness and Recovery</p> <p>Introduction to Mental Health & Spirituality Training Flyer</p> <p>LAUSD Service Delivery Application Packet</p> <p>Community Functioning Evaluation Form</p> <p>Training Schedule</p> <p>Clinical Forms Bulletins – 15-01, 15-02, 15-03</p> <p>QA Bulletins – 15-03, 15-04, 15-05</p> <p>ICD10 and DSM5 Proposed Solution</p> <p>Historical Trauma In the American Indian/Alaska Native Community Training Flyer</p>		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
NEXT MEETING:	Thursday, June 18, 2015 1:30-3:30pm Penny Lane 15314 Rayen Street North Hills, 91343		

Respectfully submitted,



Michelle Rittel, LCSW

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